

<b>Interview Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/326,258	HANKEJH ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Viet Vu	2154	

All participants (applicant, applicant's representative, PTO personnel):

(1) Viet Vu.

(3) Patrick Dwyer (32,411).

(2) John Follansbee.

(4) \_\_\_\_.

Date of Interview: 05 October 2004.

Type: a) ☐ Telephonic b) ☐ Video Conference  
c) ☒ Personal [copy given to: 1) ☐ applicant 2) ☒ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☒ No.  
If Yes, brief description: \_\_\_\_.

Claim(s) discussed: 8-19, 21 and 22.

Identification of prior art discussed: art of record.

Agreement with respect to the claims f) ☐ was reached. g) ☒ was not reached. h) ☐ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: \_\_\_\_.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

*Discussed subject matters that appeared to overcome the arts of record, i.e. claims 21, 22, 8, 9, 12.*

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.

  
Examiner's signature, if required

proposed amendment

Ex's copy.

Amendments to the Claims:

Please amend the claims to read as follows:

1 - 7. (Cancelled)

8. (Currently amended) An internet communications system comprising ~~at least two~~ a first user and a second users, ~~the system further comprising~~ a first user web chat module and a first user browser, and ~~operably associated therewith, the combination thereof operably connectable over the internet with~~ a second user web chat module, the second web chat module further comprising a browser driving module; wherein the first user web chat module is integrated with the first user browser to form an integrated combination, and the combination is connectable over the internet with the second user web chat module and its browser driving module ~~the browser driving module operably connectable to the first user browser for selectable control of the first user browser~~ by the second user chat module's browser driving module such that the first user browser can thereby be driven to a location on the web selectable by the second user, without operational intervention by the first user.

9. (Previously Added) The system of claim 8 wherein the first user is a customer and the second user is an agent.

10. (Previously Added) The system of claim 9 wherein the agent is a customer service representative (CSR).

11. (Currently amended) The system of claim 9 ~~further comprising~~ a plurality of users, third and successive ~~each~~ users each having a user web chat module and a user browser ~~operably associated therewith, then an integrated combination like that of the first user, the integrated combination thereof for each~~ the first, third and successive users ~~operably connectable over the internet with the agent~~ second user web chat module, ~~the agent~~ and its browser driving module

~~operably connectable to the plurality of user browsers for selectable simultaneous control of the first, third and successive user browsers by the agentsecond user chat module's browser driving module such that all theother user browsers can simultaneously be driven to thea same location on the web selectable by the agentsecond user, without operational intervention by any of the other users.~~

12. (Currently amended) The system of claim 89 further comprising a communications process comprised of the following steps:

~~a userthe customer~~ clicks on a special hyperlink button on a website accessible to the ~~usercustomer~~'s browser;

the ~~usercustomer~~ is connected to ~~a livethe~~ agent over the internet via the hyperlink, and a customer web chat module is downloaded to the customer to begin for a real-time web chat with the agent;

the agent controls the ~~usercustomer~~ browser through the customer web chat module to drive ~~itthe customer browser~~ to a location on the web selected by the agent.

13. (Currently amended) A communications process comprised of the following steps:

1. a ~~usercustomer~~ clicks on a special hyperlink button on a website accessible to the ~~usercustomer~~'s browser;

2. the ~~usercustomer~~ is connected to ~~a livethe~~ agent over the internet via the hyperlink, and a customer web chat module is downloaded to the customer to begin for a real-time web chat with the agent;

3. the agent controls the ~~usercustomer~~ browser through the customer web chat module to drive ~~itthe customer browser~~ to a location on the web selected by the agent.

14. (Currently amended) The system of claim 8 further comprising an iServer, wherein the first and second users are joined in a virtual channel ~~and communicating for web chat communication with each other~~ through the iServer.

15. (Currently amended) The system of claim 9 further comprising an iServer, wherein the ~~user~~customer and agent are joined in a virtual channel ~~and communicating for web chat communication with each other~~ through the iServer.

16. (Currently amended) The process of claim 13 wherein, in step 2, the ~~user~~customer is connected to the ~~live~~ agent in a virtual channel ~~and they communicate for web chat communication with each other~~ through an iServer.

17. (Previously Added) The system of claim 9 further comprising an iServer, wherein usage by the user and agent is recorded by the iServer.

18. (Currently amended) The process of claim 13 further comprising the step of

4. usage by the ~~user~~customer and agent is recorded by an iServer.

19. (Currently amended) The process of claim 13 further comprising, between step 1 and step 2, the step of

2a. the ~~user~~customer is placed in a virtual queue while the iServer notifies the agent that ~~user~~the customer has made a request for web chat via the hyperlink.

20. (Cancelled)

21. (Currently amended) The system of claim 8 further comprising an iServer, a virtual communications channel and a virtual queue, both associated with the iServer, and a Java client web chat application stored on the iServer, the Java client web chat application ~~and~~ distributable to the first user ~~while~~when the first user ~~is in a user~~enters the virtual queue on the iServer, ~~waiting to be joined in the channel for communicating through the iServer with the second user.~~

22. (Currently amended) The system of claim 9 further comprising an iServer, a virtual communications channel and a virtual queue, both associated with the iServer, and a Java client web chat application stored on the iServer, the Java client web chat application~~and distributable to the usercustomer whilewhen the usercustomer is in a user enters the virtual queue on the iServer; waiting to be joined in the channel for communicating through the iServer with the agent.~~